	Garner Police Department Written Directive
	Chapter: 500 - Evidence Control/Records
	Directive: 510.05 - Records Management
Authorized by: Chief Joe Binns	**Effective Date:** June 15, 2021
CALEA Standards: 11.4.2, 74.1.3, 82.1.1, 82.1.2, 82.1.3, 82.1.4, 82.1.5, 82.1.6, 82.1.7, 82.2.1, 82.2.2, 82.2.3, 82.2.4, 82.3.1, 82.3.2, 82.3.3, 82.3.4, 82.3.5, and 82.3.6 (6th Edition)	

510.5.1 - Purpose

The purpose of this Directive is to establish guidelines for the administration of the Department's Records Management System.

510.5.2 - Policy

It will be the policy of the Garner Police Department to maintain a system of records maintenance and use. This system will support and assist the agency in the effective delivery of police services to the community.

The central records function is important to the efficient and effective delivery of law enforcement services. Personnel assigned to the Records Unit play a significant role in the overall performance of the agency. The record-keeping duties of the Department contribute to the security of police information and the protection of police personnel and private citizens.

510.5.3 - Definitions

Computer Aided Dispatch (CAD) - A dispatch system that uses computers for the efficient assignment of officers to calls for service, as well as for the entry and/or retrieval of incidents or calls for service data.

Criminal History - All information pertaining to an individual's criminal history, to include: arrest reports, arrest records, fingerprints, photographs, and state/federal criminal history transcripts.

National Crime Information Center (NCIC) - A national agency that collates and disseminates nationwide crime data by means of local agency submissions. The state system is the Division of Criminal Information (DCI).

National Incident Based Reporting System (NIBRS) – An incident-based reporting system used by law enforcement agencies in the United States for collecting and reporting data on crimes. Local, state, and federal agencies generate NIBRS data from their records management systems.

Uniform Crime Reporting (UCR) - A systematic crime reporting program that collects, compiles, and redistributes local, state and national crime statistics.

510.5.4 - Uniform Crime Report (UCR) / Summary Base Reporting System (82.1.4)

The Department participates in the Uniform Crime Reporting program (UCR) as well as the National Incident Based Reporting System (NIBRS). The Records Manager or designee will report statistical data to these programs for inclusion in the national system.

510.5.5 - Reporting Requirements (82.1.5; 82.2.2; 82.2.3)

A. A police report will be required for every incident in the following categories, if alleged to have occurred within the jurisdiction of the Garner Police Department:

   1. Citizen reports of crimes;

   2. Citizen complaints;

   3. Citizen requests for services when:

      a. An officer is dispatched,

      b. An officer is assigned to investigate, or

      c. An officer is assigned to take action at a later time;

   4. Criminal and non-criminal cases initiated by officers; and

   5. Incidents involving arrests, citations, or summonses.

B. Employees are to classify offenses in accordance with procedures established by the Department. Employees shall not knowingly misclassify any offense or fail to report any crime that results in a false crime rate.

C. Employees are not to make a false report and shall not knowingly enter into any Departmental record any inaccurate or false information.

D. All reports of incidents forwarded to the Records Unit will be recorded and maintained according to a numbering system that provides the assignment of a unique identification number to each incident.

   1. The Department employs a numbering system in which Raleigh-Wake Emergency Communication Center's (RWECC) CAD assigns a unique number to every dispatched call.

   2. The incident, arrest, juvenile arrest, and motor vehicle crash numbers include the year, and the next available sequential number assigned by CAD. Example: 10-000001

   3. The RWECC staff is responsible for the assignment of numbers maintained by CAD which automatically assigns the next available number.

510.5.6 - Field Reporting (82.1.5; 82.2.1; 82.3.6)

A. Incident Reporting

   1. Officers will use the Department's field reporting software to document incident reports and supplementary reports for criminal incidents and investigations.

      a. The following modules are to be completed when they are applicable to the criminal incident and/or investigation:

         1) Offense Information,

         2) Property Information,

         3) Suspect Information,

4) Vehicle Information, and/or

5) Victim Information.

b. The software includes "help" files to assist officers in the proper completion of these reports.

2. Officers will complete an electronic Operations Report anytime they are the primary unit on a call for service that requires a report but does not require a crash report, an incident report or a supplementary report.

3. Officers will complete an Arrest Report (GPD form 510.5-B) to document each criminal arrest they make.

4. Officers will complete an Animal Control Report (GPD form 850.2-A) anytime that they handle an animal-related call for service that involves transporting an animal to the Department's contracted shelter.

5. Officers will use the North Carolina Department of Motor Vehicles Crash Report (form DMV 349) to document reportable motor vehicle crashes in accordance with DMV guidelines.

6. Officers are to submit all reports to the on-duty supervisor before conclusion of his/her tour of duty each day. Authorization must be obtained from the supervisor in the event a report is submitted late. The officer assigned to complete the report is required to notify the Records Unit (via e-mail) of any reports to be submitted late.

B. Incident Information

1. Incidents listed as citizen reports of crime may be reported by use of Incident Reports, Arrest Reports, or other Departmental records. All police activity is recorded and maintained in the Department's automated computer files available electronically or in printed report form on an as-needed basis.

2. Computer files and/or reports documenting police activity will include the following information:

1) Date and time of the initial report;

2) Name (if available) of the citizen requesting the service, or the victim's or complainant's name;

3) Nature of the incident, and

d. Nature, date, and time of action taken (if any) by the officer.

C. Arrest Information

1. Each arrested person is issued a separate master booking identification number. The arrest number the Department assigns is used for that particular arrest and is not repeated on any future arrest.

2. Booking procedures are completed at the City-County Bureau of Identification, which handles the photographing and fingerprinting of arrested persons and the assignment of the master booking identification number.

D. In the event that the field reporting system becomes unavailable, the Department maintains a variety of reports that may be completed in lieu of an incident report and/or operations report. A complete list of applicable reports is maintained in PowerDMS.

510.5.7 - Report Review and Case Management (82.1.5)

A. Report Review

1. Every report submitted by a member of this Department will be reviewed by a supervisor for complaint control number (i.e. case number), content, accuracy, and format.

2. Reports not approved by the supervisor will be returned to the officer for any required corrections.

3. Approved reports will be electronically or manually signed off on by the supervisor and forwarded to the Records Unit for processing.

    a. The Records Unit will review all reports submitted for inclusion in the records management system. This review will be for purposes of verifying that all documents submitted are accounted for and contain proper classification and disposition codes.

    b. If approved by the Records Unit, the reports will be stored in the records management system.

        1) Computerized reports will be submitted electronically to the system.

        2) Written reports will be manually entered into the system by the Records Unit.

    c. If not approved by the Records Unit, reports will be returned to the supervisor for corrections.

B. Case Management

1. The Criminal Investigations Division (CID) Lieutenant has overall responsibility for the case management system.

    a. Supervisors reviewing initial reports are responsible for the status of those reports.

    b. If a case is to remain open for further investigation by a patrol officer or investigator a CID supervisor will enter that information into the computerized records case management file and will notify the officer/investigator via email.

2. Supplementary reports will list the original case number along with pertinent information and an updated case status. If the case is to remain open, the procedure is the same as listed immediately above.

3. Department supervisors are provided an electronic list of open cases listing the case number, reporting officer, assigned officer, dispositions and last entered follow-up due date in case management. This report is auto-generated every thirty (30) days.

510.5.8 - Records Maintenance (82.1.2; 82.3.2; 82.3.3; 82.3.5)

A. The Records Unit has primary responsibility for the following:

1. The Records Unit is the central repository for original copies of all reports (arrest, incident and supplement), citations, crash reports, and other attachments and official documents.

2. The Records Unit maintains the Department's juvenile arrest records in the computerized records management system's arrest file.

      a.   North Carolina laws require that special precautions be taken to ensure that records pertaining to juveniles are protected against disclosure to unauthorized persons. Juvenile records should be easily distinguished from other arrest files and have additional measures to restrict access.

      b.   All sworn personnel and all Records Unit staff have access to juvenile records for investigative and records management purposes only. All personnel with access to these records receive training on restrictions for disseminating this information outside the Department.

      c.   The City-County Bureau of Identification provides for the collection, dissemination, and retention of fingerprints, photographs, and other forms of identification pertaining to juveniles.

      d.   Juvenile records will be expunged in accordance with N.C.G.S. When the Court orders an expungement of records, all records pertaining to the order will be expunged from the computerized files. Original cases will be checked to ensure that there are no hardcopy reports with the expunged name. Notification will be returned to the Clerk of Court and to the SBI showing compliance with the order.

3.   The Records Unit is responsible for maintaining the traffic records in the computerized records management system.

      a.   The traffic records management system provides accurate information to field personnel performing primary traffic functions.

      b.   The following information is included in these records:

         1)   Traffic collision data - reports, investigations, and locations,

         2)   Traffic enforcement data - citations, arrests, dispositions, and locations,

        Roadway hazard information reported on traffic citation
         3)   Traffic accident and enforcement analysis reports.

B.   Other Department units and personnel have records maintenance responsibilities as follows:

1.   The Criminal Investigations Division will maintain a secured original file regarding the Department's intelligence information and informant activities.

2.   The Administration Captain will maintain the Department's internal affairs files.

3.   The Quartermaster is responsible for maintaining the computerized evidential property records.

4.   The officer assigned to the call-for-service is responsible for entering lost, recovered, stolen and other property into the computerized records management system.

      a.   Evidential, recovered, found, and safekeeping property is entered into the property files for information only and is not to be used in place of the evidence procedures.

      b.   The reporting officer is responsible for entering all stolen property meeting DCI/NCIC entry criteria into the DCI/NCIC computer system.

5.   The Personnel and Training Sergeant is responsible for maintaining applicant records until such time that they become part of an official personnel record.

C.   The Town of Garner Human Resources Director will maintain the Town's official personnel files for all Department employees.

510.5.9 - Records Indexing (82.3.1; 82.3.2)

A. The RMS vendor maintains an alphabetical master name index. Persons who meet the following criteria are entered into the Department's computerized records management system and master name index:

  1. All persons listed on offense reports (including but not limited to arrestees, complainants, missing persons, suspects, vehicle owners, victims, witnesses and "others").

  2. All persons listed on arrest reports (including but not limited to aliases, arrestees and associates).

  3. All persons listed on citations (including but not limited to the person cited).

  4. All persons listed on paper warrants or subpoenas served (including but not limited to defendants and persons subpoenaed).

  5. All persons listed on calls for service.

  6. All persons listed on Field Interviews.

B. The computerized records management system allows for global name searches and cross-referencing of related cases.

  1. All persons who are entered into the records management system can be searched from any reporting module.

  2. When persons entered under multiple names are determined to be the same person their names can be consolidated into a master name file that will include all their alias names.

C. The computerized records management system allows for global incident searches.

  1. Incidents by type are available on a twenty-four (24) hour basis from any computer using standard programs in the computerized CAD or records management systems.

  2. Incidents by location are available on a twenty-four (24) hour basis from any computer using standard programs in the computerized CAD or records management systems.

510.5.10 - Records Storage and Security (82.1.1; 82.1.6)

A. All privacy and security precautions for Department records are in accordance with Department directives, Town policy and applicable state and federal laws.

  1. Due to security and privacy requirements, access to information that is stored in the computerized records management system is controlled by the records management system password security system. This password system allows the administrator to add and change passwords by program and employee.

  2. As a further precaution, the password system can be used to conduct an audit for verification of all passwords, access codes or access violations at least annually.

B. The online records management system is backed up by the system contractor. The contract specifies the offsite storage of police data to ensure recoverability of data.

C. Hardcopies of records are maintained and stored in a secure location in the Records Unit of the Police Department. The Records Unit staff is responsible for filing, maintaining and distributing all

hardcopies of records. Access to the filing cabinets is limited to the Administration Captain and records staff only.

510.5.11 - Records Accessibility (82.1.1)

Records information is accessible to all personnel on a twenty-four (24) hour basis through the computerized records management system.

510.5.12 - Distribution of Records (82.1.1; 82.1.7; 82.2.4)

A.   External distribution of reports

1.   The Records Unit will be responsible for the release of copies of investigative reports to any law enforcement/criminal justice agency when needed for performance of their law enforcement duty.

2.   The Records Unit will be responsible for forwarding requested copies of reports to the District Attorney's Office for prosecution purposes.

3.   Public access to copies of reports is the responsibility of the Records Unit employees. All record releases will be in accordance with guidelines set forth in the N.C.G.S. and in Departmental Directive 850.5, *Media Relations and Public Information*.

4.   The Public Information Officer will be responsible for the release of information to the media in accordance with guidelines set forth in the N.C.G.S. and in Departmental Directive 850.5, *Media Relations and Public Information*.

B.   Internal distribution of reports

1.   The Department's reporting software automatically provides electronic copies of all submitted reports to the Criminal Investigations Division Supervisors for review and, when appropriate, assignment for follow-up.

2.   The Department's reporting software allows reviewing supervisors to distribute submitted reports in the following circumstances:

   a.   Reports containing drug intelligence are forwarded to the Drug Investigators.

   b.   Reports containing gang intelligence are forwarded to the Gang Investigator.

   c.   Reports involving middle or high-school students are forwarded to the appropriate School Resource Officer(s).

3.   The Records Unit will forward copies of all handwritten reports requiring review and case assignment to the Criminal Investigations Division Supervisors.

4.   The Criminal Investigations Division Supervisors will be responsible for providing copies of assigned reports to the appropriate investigator or officer.

510.5.13 - Traffic Citation and Parking Ticket Issuance and Tracking (82.3.4)

A.   The Department primarily utilizes the North Carolina Administrative Office of the Court's electronic E-Citation system for the issuance of traffic citations.

B.   Traffic citation books will be issued by the Records Unit to officers without access to E-Citation in their vehicle or as a backup to the electronic E-Citation system. The Records Unit is responsible for storing the citation books in a secure area prior to issuance to officers.

C. All traffic citations issued electronically or manually will be recorded in the citation module of the Department's computerized records management system.

    1. Information entered includes, but is not limited to:

        a. Name and address of person cited;

        b. Date citation written, and

        c. Citation number and charge.

    2. The Records Unit shall enter each citation issued in the citation module of the computerized records management system.

D. The Records Manager, or designee, will conduct an audit on each completed citation book. The audit will determine whether the citation book contains the yellow "audit" copy of every citation written.

    1. If the citation book's audit copies are not complete, it will be returned to the officer for completion or explanation. The court system requires a letter from the Chief of Police or designee, explaining any missing audit copies.

    2. If the citation book is approved, it is noted on the Court Assignment of Traffic Citations Record listing (provided by the court system with every box of citation books received) and then filed in numerical order and stored in a secure area until returned to the Wake County Clerk of Court.

E. The Administrative Office of the Courts conducts electronic audits of all citations issued by officers utilizing the E-Citation program.

F. Officers may sign out parking ticket books from the Records Unit using the *Parking Ticket Issue Log* (GPD form 510.4-T).

510.5.14 - Warrant and Wanted Persons and other Hot Files (74.1.3)

A. The Department participates in the North Carolina Division of Criminal Information System (DCI) and the National Crime Information Center (NCIC), which have computerized Wanted Persons and other Hot Files.

B. The North Carolina Automated Warrant Repository (NCAWARE)

    1. The Wake County Court System utilizes the NCAWARE system for the tracking of all warrants issued as of summer 2009. The system is web-based and can be accessed by officers using their unique user ID and password.

    2. When an officer of this Department initiates a warrant through the magistrate's office, the warrant information is automatically entered into the NCAWARE system.

    3. All warrants in existence prior to the implementation of the NCAWARE system have been manually entered into the system and are included in the system.

C. Wanted Person and Hot Files Entry

    1. The Department follows all NCIC/DCI criteria and requirements listed in the on-line computerized manual accessed through the DCI terminal located in the RWECC for entering, receiving, and canceling information on wanted persons. Information received from other jurisdictions pertaining to entries will be managed as required by NCIC/DCI criteria and guidelines.

2. The Department requires officers to obtain approval for extradition from the District Attorney's Office prior to having a suspect entered into the NCIC Wanted Persons file. Officers shall document this contact with a supplemental report, which is entered into agency files. Wanted persons are entered into NCIC/DCI by RWECC personnel. Criteria and guidelines in the NCIC/DCI on-line manuals will be followed when making such entries.

3. The officer making the NCIC/DCI entry is responsible for reviewing the entry to verify that requirements for entry are met and that there are no mistakes in the entry made by RWECC. This verification shall be noted in the incident report or in a supplement report. Notification of the entry should also be distributed to agency personnel in the daily shift report.

4. The Garner Police Department uses RWECC to maintain 24 hour a day/7 day a week availability for confirmations of all Wanted Person and other Hot Files entries. When receiving a confirmation request with an URGENT priority, results should be provided to the requesting agency within 10 minutes. When receiving ROUTINE requests, confirmations should be provided within one hour. All confirmations should occur through the NLETS system.

D. Warrant Service

1. Warrants are available for service on a twenty-four (24) hour basis, regardless of what system they were issued or entered under.

2. Any officer making an arrest on an outstanding warrant is responsible for removing the wanted person from NCAWARE and/or NCIC/DCI if the person is entered in either system.

3. The Records Supervisor, or designee, will audit all NCIC/DCI entries in accordance with NCIC/DCI regulations.

510.5.15 - Criminal History Files

A. This agency refers all public requests for criminal history information to the City-County Bureau of Identification of Wake County (CCBI). The only exception to this is that Department employees may release criminal history information to individuals identified in DCI policy as authorized for secondary dissemination.

1. CCBI maintains Criminal History Files and assigns an identification number for each person custodially arrested.

2. Court Dispositions are maintained as an integral part of an individual's Criminal History file.

B. Computerized criminal histories may be obtained by police employees who are certified by the North Carolina State Bureau of Investigation, Division of Criminal Information (DCI). Employees who are certified will adhere to the regulations set forth by DCI.

1. Access to criminal history information is restricted to specific incidents and purposes. These incidents and purposes are specified in the DCI policy and procedure.

2. Access to DCI criminal history information is strictly controlled. All data transmissions are encrypted and access requires a unique user ID and password. Criminal history files are linked to the unique user ID for auditing purposes.

C. Any employee who obtains a computerized criminal history will not disseminate it outside the agency unless it is to another authorized criminal justice agency in accordance with DCI policy.

D. Criminal history record logs are audited each month by the department Terminal Agency Coordinator (TAC). The files are maintained by the TAC for a one-year period.

510.5.16 - Records Retention Schedule (82.1.2, 82.1.3)

The Department has a records retention schedule which is consistent with N.C.G.S. Chapters 121 and 132 as well as the guidelines of the North Carolina Department of Cultural Resources, Unit of Archives and History for the minimum retention of records. We destroy records once they have exceeded the minimum retention schedule, no longer have value to the agency, or when presented with a valid expungement order. A copy of this minimum retention schedule is maintained in "Addendum A" to this directive.

510.5.17 - Monthly Audit and Evaluation

The Records Unit will audit the recording, reporting, and case reviewing procedures for accuracy, thoroughness, and numerical integrity on a monthly basis. Discrepancies identified in the audit are to be corrected individually and procedurally with the cooperation of other affected component administrators.

510.5.18 – Department Forms (11.4.2)

A. The Accreditation Specialist, or designee, will be responsible for the development and modification of all forms used by the Department. The Chief of Police, or designee, will have final approval rights for all new or modified forms.

B. Any employee may propose the creation or modification of a Departmental form.

  1. Newly proposed forms (new or revised) are to be submitted through the chain-of-command for review.

  2. Once approved, the Accreditation Specialist will assign a form number, will modify the appropriate directive and will inform all personnel of the newly approved form as well as when and how it shall be used.

C. The Accreditation Specialist will be responsible for coordinating the review of all departmental forms at least tri-annually in conjunction with the review of the directive they are referenced in.

  1. The review process for will include input from personnel in the components that will typically use and process the form(s).

  2. The review process will include the following criteria regarding forms:

      a. Information is not duplicative.

      b. The format is consistent with records maintenance and data processing requirements.

      c. The format is consistent with departmental needs.

D. Forms will be numbered utilizing the "GPD Form 000.0-A" format:

  1. All forms will begin with "GPD Form" to identify the form as a Department form.

  2. The four digit directive number (000.0) the form is referenced in will follow next.

  3. Each form originating in a directive will receive a sequential letter to differentiate multiple forms from one directive. Should there be more than 26 forms from a single directive, the subsequent forms will use a double-letter format (i.e. "AA", "BB", "CC", etc.) to continue the numbering sequence.

4.   The form number will be included on the left side of the page footer using the above format.

5.   The most recent revision date for each form will be included on the right side of the page footer using a "Revised Month Day, Year" (i.e. January 3, 2011) format.

6.   A complete list of all Departmental forms will be maintained in PowerDMS

Addendum A

POLICE RECORDS RETENTION SCHEDULE

Record	Retention
1. Accident Files	Resolution Plus Three (3) Years
2. Reports to Town Council and Town Manager	
a. Annual Reports	Permanent
b. Others	Reference Value Ends
3. Animal Control Records	One (1) Year
4. Arrest Records	Reference Value Ends or Five (5) Years
5. Autos and Property in Storage (Sales Report and Records)	Sale or other Disposition
6. Bicycle Registration	One (1) Year
7. Chemical Test for Alcohol Records	Three (3) Years
8. Complaints (copies of)	Resolution Plus Three (3) Years
9. Correspondence	Three (3) Years
10. Crime Prevention Records	Three (3) Years
11. Criminal History and Case Records	
a. Felonies	Twenty (20) Years
b. Misdemeanors, Non-criminal Investigations, Etc.	Five (5) Years
12. Daily Bulletins	One (1) Year
13. Driver's License Revocations (records of)	One (1) Year
14. Internal Affairs Case Records	Twenty (20) Years
15. Master Index to Case Records	Reference Value Ends
16. Traffic Citation Records	All Audits Plus Three (3) Years
17. Warrant Register	Five (5) Years
18. Wrecker Reports	One (1) Year